UI Performs - Unemployment Insurance program's performance management system.

- Goal = cooperative management, planning and oversight leading to increasingly effective, consistent, efficient service to workers and employers.

UI Operations – includes:

- Benefit Eligibility Determinations
- Payments or Denials
- an accessible Appeals System
- Employer Wage Reporting & Tax Collection
- Trust Fund Management.

The UI Performs system of oversight includes two performance tracking categories.

1. **Core Measures** - encompasses oversight on key performance areas representative of the health of the entire unemployment insurance system.
   - Monitors key activities which have uniform national Acceptable Levels of Performance (ALPs).
2. **Management Information Data** - facilitates analysis of performance and assists in planning corrective activities when necessary.
   - Tracks state performance on subsets of Core Measures and on ancillary activities such as interstate and federal programs.
   - Deficiencies are addressed through the State Quality Service Plans (SQSP) process. The SQSP serves as the performance document and the grant document through which states receive administrative funding.

[UI PERFORMS Core Measures /Acceptable Levels of Performance](#)

[UI PERFORMS Measures and Calculations](#)